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| PART I    | DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT | 3.415 |
|           | STATE OF HAWAII                           | 3.416 |
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Class Specifications  
for the

SELF-SUFFICIENCY & SUPPORT SERVICES SPECIALIST SERIES  
(SELF-SUFF/SUPP SVCS SPCLT SERIES)

**Series Definition:**

Positions in this series perform professional work in public assistance employment and training and supportive services programs which provide educational, job training and placement, and extensive supportive services to public assistance recipients to help them overcome barriers and become financially self-sufficient.

The public assistance employment and training and supportive services programs are comprised of two major components:

1. the social and supportive services component which helps participants overcome psycho-social, psychological, and health barriers to employment through the provision of a variety of services (e.g., individual and/or family counseling; psychological testing/treatment; drug/alcohol abuse counseling/treatment; medical treatment, etc.); and
2. the education, training, and employment component which helps participants identify their vocational strengths and formulate career development plans which identify the education, training, and employment activities that are required for the participant to reach his/her goal of financial self-sufficiency.

The public assistance employment and training and supportive services programs utilize the case management approach to service delivery which involves the provision of services through a multi-disciplinary team (self-sufficiency and support services specialist, social worker, registered professional nurse, and employment service specialist). Participants in the program undergo assessments which identify psycho-social and health barriers to employment. As a result of the assessments made by the members of the multi-disciplinary team, a service plan is formulated to remove the identified barriers. Participants are then linked with the appropriate services and monitored until the barriers

are removed or under control. A career development plan is then developed and participants usually attend educational programs and employment training, and participate in job

placement activities. When the participant is determined to have secured self-sufficient employment, the case is closed.

Self-sufficiency and support services specialists provide direct services to participants in public assistance employment and training programs by coordinating, implementing, and monitoring individualized barrier removal and career development plans; or perform technical staff support functions which include program planning, development, monitoring, and evaluation, and staff development and training.

The performance of such work requires knowledge of the policies and procedures of the public assistance employment and training and supportive services programs; interviewing techniques; social/emotional aspects of human behavior; basic human needs and standards of education and health; techniques and methods of counseling; and community resources and the services they provide; and the ability to provide counseling; establish and maintain effective working relationships; and communicate effectively orally and in writing.

The knowledge and abilities necessary to perform the professional work of the entry level of this series would typically be gained through education at the college level and through professional work experience in social work, individual or family counseling, or related experience which involved assisting individuals and/or families resolve personal, social, employment and/or emotional problems. The knowledge and abilities necessary to progress in the series would be gained through professional work experience which demonstrated knowledge of the goals, objectives, standards, services and activities of the public assistance employment and training and supportive services programs.

**Level Distinctions:**

Classes in this series are distinguished from each other by differences in:

1. the complexity of work in terms of the nature, variety, and difficulty of work assignments; scope and level of responsibility; and the impact of the work on others or on program operations;
2. the breadth of knowledge and abilities required to plan, develop, implement and evaluate service plans and/or services and programs; and

3. the nature and extent of supervisory control exercised over the work performed which limits the scope of work, the independence with which it is performed, and the nature and finality of decisions.

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This is an amendment to the specification for the SELF-SUFFICIENCY & SUPPORT SERVICES SPECIALIST (SELF-SUFF/SUPP SVCS SPCLT) SERIES, which was approved on November 14, 1994.

DATE APPROVED: 7/3/01

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DAVIS K. YOGI  
Director of Human Resources Development

SELF-SUFFICIENCY & SUPPORT SERVICES SPECIALIST III 3.415  
(SELF-SUFF/SUPP SVCS SPCLT III)

**Class Distinguishers:**

Complexity: As a journeyworker, independently coordinates, implements, and monitors barrier removal and career development plans to help public assistance recipients achieve financial self-sufficiency. Assignments include the full range of cases.

A typical caseload is comprised of cases ranging from those involving clients with few barriers to employment (e.g., a client in need of child care) to cases involving clients with a multitude of psychological, psycho-social and health barriers (e.g., a client who is addicted to drugs, has severe health problems, is involved in an abusive relationship, and has minimal job skills).

Full Performance Knowledge and Abilities: (*Knowledge and abilities required for full performance in this class.*)

Knowledge of: Goals, objectives, policies, procedures, standards, and guidelines of the public assistance employment and training and supportive services programs;  
social/emotional aspects of human behavior; common problems and needs of the target population; team approach to service delivery; techniques and methods of counseling; community

resources and their effective utilization; interviewing techniques; various educational proficiency and aptitude testing instruments and their purposes; general career requirements and labor market trends; and basic human needs and standards of education and health.

Ability to: Explain laws, rules and regulations of the public assistance employment and training and supportive services programs; provide counseling; administer and interpret proficiency and aptitude tests; establish and maintain effective working relationships with clients, assessment team members, community groups and agencies; act as an advocate for the client; assist clients to gain insight into their social, emotional and health problems and motivate them to overcome these barriers; and communicate effectively orally and in writing.

Supervision Received: General supervision is provided by the unit supervisor and is normally exercised through regularly scheduled conferences and review of case records, reports, and correspondence. The supervisory conference is utilized for discussing and providing guidance on difficult or problem cases, and evaluating the effectiveness of the work performed.

**Examples of Duties:** *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Conducts interviews and collects data regarding psycho-social and health barriers to employment, preliminary employability information related to prior work history, skills training that has been received, and basic employment interests.
2. Administers screening instruments and determines the need for additional tests. Makes appropriate referrals.
3. Serves as a member of the assessment team.
4. Makes recommendations to the assessment team on which barriers are most prominent and require attention or have been removed.

5. Implements the barrier removal plan and follows up with service providers and the assessment team to determine if the client is ready to proceed into the employability phase.
6. Links clients/family members to needed services. Follows up to see that services are adequately and appropriately provided.
7. Approves payments upon verification of services rendered.
8. Monitors and evaluates clients' participation and progress.
9. Works directly with the client on a continuous basis to sustain a positive relationship.
10. Evaluates reasons for client's failure to comply with service plans, employability plans, and/or rules, and recommends appropriate action.
11. Establishes and maintains cooperative working relationships with referral resources, employers and service providers including individuals, public and private agencies, through personal visits and telephone contact to secure appropriate referrals, and to enhance the delivery of services and employment opportunities for clients.
12. Manages assigned cases and maintains case records in accordance with established procedures.

SELF-SUFFICIENCY & SUPPORT SERVICES SPECIALIST IV 3.416  
(SELF-SUFF/SUPP SVCS SPCLT IV)

**Class Distinguishers:**

Complexity: Serves as a program specialist with responsibility for planning, developing, revising, implementing, evaluating, and monitoring policies, procedures and standards for assigned sub-components of the public assistance employment and training and supportive services program (e.g., program responsibility for the provision of child care, transportation, expenses for participants); or implements staff development by devising training programs for a variety of areas to improve

the quality of services being provided.

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Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

Knowledge of: State and federal regulations, laws, and directives governing the public assistance employment and training and supportive services programs; basic knowledge of the agency's public welfare and social services programs; comprehensive knowledge of community resources, the services they provide and their effective utilization; social/emotional aspects of human behavior; basic human needs and standards of education and health; common problems and needs of the target population; team approach to service delivery; general career requirements and labor market trends; budget development; and effective work organization.

Ability to: Interpret and explain pertinent federal and/or State regulations related to the public assistance employment and training and supportive services programs; develop and recommend standards and procedures in conformance with federal regulations, laws, and directives; assess and evaluate program deficiencies and recommend improvements; deal effectively with individuals and groups; and communicate effectively orally and in writing.

Supervision Received: General supervision is provided and is normally exercised through monthly meetings and review of completed assignments. The supervisor reviews the work for consistency with federal mandates and State requirements and provides direction as needed. The supervisor also keeps positions in this class informed of developments and changes within their particular program areas.

**Examples of Duties:** *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Conducts and prepares staff studies.
2. Determines goals and objectives and establishes priorities for the program consistent with federal and State requirements.

3. Determines and recommends staffing needs of the assigned program area.

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4. Assists in the development of budget requests by defining the size and scope of the assigned program area(s) in terms of the kinds of services to be provided, quality/quantity of services, numbers to be served, etc.
5. Develops program rules and procedures in accordance with federal regulations, State laws, and Hawaii Administrative Rules.
6. Provides technical assistance, consultation, and interpretation of the program rules and procedures to branch staff, other divisions and provider agencies.
7. Develops implementation plans for specific program areas and time schedules.
8. Determines the cost of services to be purchased and availability of funds for services to be purchased.
9. Develops Requests for Bids packets, organizes and implements informational meetings, evaluates proposals and awards contracts.
10. Monitors and reviews contractors' performance; recommends changes as necessary.
11. Develops and implements mechanism for monitoring and evaluating the program.
12. Develops corrective action plans, implementation procedures and time schedule for addressing program deficiencies.
13. Plans and develops orientation and training for all affected staff.
14. Conducts problem analysis and assesses training needs.
15. Develops tutorials, videos or other training mediums to reinforce learning.
16. Maintains and updates syllabuses and training guides.
17. Revises curriculum as changes to rules and policies occur.



18. Conducts and coordinates training for employees and contract staff.

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19. Evaluates the effectiveness of training by conducting analysis and needs assessment.

SELF-SUFFICIENCY & SUPPORT SERVICES SPECIALIST V 3.417  
(SELF-SUFF/SUPP SVCS SPCLT V)

**Class Distinguishers:**

Complexity: Serves as a primary program specialist with responsibility for planning, developing, revising, implementing, evaluating, and monitoring policies, procedures and standards for a major component of the public assistance employment and training and supportive services program (e.g., program responsibility for the education, training, and employment component).

Full Performance Knowledge and Abilities: (*Knowledge and abilities required for full performance in this class.*) In addition to the knowledge and abilities required of the next lower level:

Knowledge of: Thorough knowledge of services, functions and inter-relationships of the agency's public welfare and social services program and related governmental and private programs.

Ability to: Plan, develop, revise, implement, evaluate and monitor program policies, standards and procedures for a major component of the public assistance employment and training and supportive services programs; and identify and recommend improvements in activities and operations.

Supervision Received: General supervision is provided and is normally exercised through monthly meetings and review of completed assignments. The supervisor reviews the work for consistency with federal mandates and State requirements and provides direction as needed. The supervisor also keeps positions in this class informed of developments and changes within its particular program areas.

**Examples of Duties:** *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements*

*does not preclude management from assigning such duties if such duties are a logical assignment for the position. The*

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*classification of a position should not be based solely on the examples of duties performed.)*

1. Identifies program needs and deficiencies by conducting and preparing staff studies.
2. Determines goals and objectives and establishes priorities for the program in accordance with federal and State requirements.
3. Participates in the development of budget requests by defining the size and scope of the assigned program component in terms of types of services to be provided, quantity/quality of services, numbers to be served, etc.
4. Prepares and coordinates legislative testimonies to support program priorities.
5. Develops program rules and procedures based on federal and State statutes and regulations.
6. Provides technical assistance, consultation, and interpretation of the program rules and procedures to division staff and provider agencies.
7. Develops implementation plans and coordinates activities with other program areas.
8. Develops and implements mechanism for monitoring and evaluating the program.
9. Develops corrective action plans, implementation procedures and time schedule for addressing program deficiencies to meet federal requirements.
10. Develops Requests for Bid packets, organizes and implements informational meetings, evaluates proposals and awards contracts.
11. Closely monitors and reviews contractors' performance; recommends changes as necessary.
12. In addition, may perform work described at the lower

level.